

Q&A

Q: What is myghpay?

A: Myghpay is an online payments and collections platform designed to enable individuals and businesses make or receive payments online from the convenience of their homes or offices using a mobile wallet, Visa or MasterCard.

Q: How can I access the myghpay platform to top up my Databank mutual fund account?

A: You can access the myghpay platform in two ways:

1. Visit www.myghpay.com, or download the myghpay app from the App store of Play store, register for the service, select Databank and start investing via mobile money, your GTBank account, Visa or MasterCard
2. Dial *737*100# and start investing by following the prompt.

Q: As a first-time user, what do I need to do when I visit www.myghpay.com or download the app?

A: First time users must register for the service by following the steps below:

1. Select Databank
2. Select your investment type (ArkFund, BFund, Edlfund, Epack, MFund, Tbills)
3. Enter your Databank account number
4. Enter the amount you wish to invest
5. Enter a description (e.g., top up)
6. Click on confirm
7. Click on next after your account details have been verified
8. Select a payment option (GTBank account, mobile money, Visa or MasterCard)
9. Follow prompt to proceed to invest

Please note that you will need to have your Databank account number(s) handy.

Q: As a first-time user, what do I need to do when I visit www.myghpay.com or download the app?

A: First time users who dial *737*100# must follow the steps below to invest:

- Select your investment type (ArkFund, BFund, Edlfund, Epack, MFund)
- Enter your Databank account number
- Enter the amount you wish to invest
- Select debit source (GTBank account, Airtel money, MTN money, Tigo cash or Zeepay)
- Follow prompt to proceed to invest

CORPORATE FINANCE

BROKERAGE

ASSET MANAGEMENT

PRIVATE EQUITY

RESEARCH

- Q: What Databank products can I invest in when I visit www.myghpay.com or download the app? or by dialling *737*100#?**
- A:** Clients can top up their mutual fund investments (ArkFund, BFund, Edlfund, Epack, MFund) as well as their Databank T-bills accounts.
- Q: What Databank products can I invest in when dial *737*100#?**
- A:** Clients can top up only their mutual fund investments (ArkFund, BFund, Edlfund, Epack, MFund)
- Q: When I top up using myghpay, how long will it take for the funds to reflect in my Databank account?**
- A:** For top-ups made through a GTBank account and a mobile wallet, it will take 1 business day for your investment to reflect in your mutual fund account
For top-ups done with a Visa or MasterCard, it will take 3 business days for your investment to reflect in your mutual fund account
- Q: Will I receive a confirmation for transactions made on this portal?**
- A:** Yes, you will instantly receive an SMS letting you know if your transaction was successful or not.
- Q: What charges are involved in using this service?**
- A:** There is no charge on transactions you make using the mobile wallet option. However, the standard Visa and MasterCard fee of 3% on the transaction value applies.
- Q: Does the mobile money service work on all mobile networks?**
- A:** It works on MTN, Tigo and Airtel.
- Q: Can I use this service even if I don't have an account with Databank?**
- A:** No. This service can only be accessed by existing Databank clients.
- Q: Can I open an account via this service?**
- A:** No. For now, clients cannot open investment accounts using this service. However, we hope to make that service available with time.
- Q: Can I use a mobile money agent to top up my account?**
- A:** No. A mobile money agent cannot perform transactions on your behalf.
- Q: If I open a Databank account today, can I immediately use this service to deposit money into my account?**
- A:** No. You can only top up your account using mobile money one (1) business day after the account has been opened.

CORPORATE FINANCE

BROKERAGE

ASSET MANAGEMENT

PRIVATE EQUITY

RESEARCH